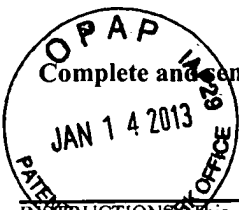


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| | |
|--------------------|--------------------|
| Sally J. Werts | (Depositor's name) |
| <i>[Signature]</i> | (Signature) |
| 1-10-13 | (Date) |

| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|-----------------|-------------|----------------------|---------------------|------------------|
|-----------------|-------------|----------------------|---------------------|------------------|

09/477,991

01/05/2000

BRYCE A. JONES

1264

1039

TITLE OF INVENTION: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB CALL CENTER

| APPLN. TYPE | SMALL ENTITY | ISSUE FEE DUE | PUBLICATION FEE DUE | PREV. PAID ISSUE FEE | TOTAL FEE(S) DUE | DATE DUE |
|----------------|--------------|---------------|---------------------|----------------------|------------------|------------|
| nonprovisional | NO | \$1770 | \$0 | \$0 | \$1770 | 01/14/2013 |

| EXAMINER | ART UNIT | CLASS-SUBCLASS |
|--------------------|----------|----------------|
| BURGESS, BARBARA N | 2457 | 709-203000 |

01/15/2013 ZJUHR2 00000005 210765 09477991

01 FC:1501

1770.00 DA

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☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.

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(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Sprint Communications Company L.P.

Overland Park, KS 66251

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☒ Corporation or other private group entity ☐ Government

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☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature

[Signature]

Date

1-8-13

Typed or printed name Melissa A. Jobe

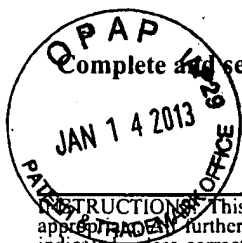
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54,605

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(Signature)
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Authorized Signature

Melissa A. Jobe

Date

1-8-13

Typed or printed name Melissa A. Jobe

Registration No. 54,605

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